THAT WHICH IS CLAIMED:

1.   A computer for facilitating management activities relating to a subordinate's work, comprising:

memory for storing data relating to a plurality of management activities;

a display;

an interface for inputting information; and

a processor, configured to initiate a management session relating to a subordinate, and within the session configured to:

> display first stored data relating to a first management activity;
>
> receive and store first input data relating to the first management activity;
>
> display second stored data relating to a second management activity; and
>
> receive and store second input data relating to the second management activity.

2.   The computer of claim 1, wherein the first and second stored data are displayed concurrently.

3.   The computer of claim 2, wherein the first management activity comprises performance measurement.

4.   The computer of claim 3, wherein the first stored data comprises an allowed time that the subordinate is given to perform a defined task.

5.   The computer of claim 4, wherein the first input data comprises an actual time that the subordinate takes to perform the defined task.

6.   The computer of claim 5, wherein, responsive to the actual time exceeding the allowed time, the processor causes a portion of the display to change from a first color to a second color.

7.   The computer of claim 6, wherein the second color is one of a plurality of different colors that can be displayed by the processor, and wherein each said color corresponds to a priority level which is based on an amount by which the actual time exceeds the allowed time.

8.   The computer of claim 6, wherein the second color is one of a plurality of different colors that can be displayed by the processor, and wherein each said color corresponds to a priority level which is based on a number of times during the management session that the actual time exceeds the allowed time.

9.   The computer of claim 3, wherein the second management activity is selected from the group: safety observation, safety training, marketing observation, marketing training or performance training.

10.   The computer of claim 2, wherein the processor is further configured to display third stored data relating to a third management activity concurrently with the first and second stored data.

11.   The computer of claim 2, wherein the first management activity comprises a first training activity.

12.   The computer of claim 11, wherein the first stored data comprises a preferred method associated with the first training activity.

13.   The computer of claim 12, wherein the second management activity comprises a second training activity.

14.   The computer of claim 13, wherein the second stored data comprises a preferred method associated with the second training activity.

15.   The computer of claim 14, wherein the processor is configured to display the second stored data in a visually distinctive manner from the first stored data.

16.   The computer of claim 14, wherein the first training activity is safety training and the second training activity is performance training.

17.   The computer of claim 12, wherein the first input data comprises an input signal that the processor uniquely associates with a selection of the preferred method.

18.   The computer of claim 17, wherein the input signal is generated by using a stylus to tap in a selection area defined on the display, said selection area being displayed by the processor in association with the preferred method.

19.   The computer of claim 17, wherein the interface for inputting information comprises a physical keyboard that is associated with the computer device, and wherein the input signal is generated by pressing one or more physical buttons that are part of said physical keyboard.

20.   The computer of claim 17, wherein the processor is further configured to monitor a frequency of occurrence of the input signal that the processor uniquely associates with the selection of the preferred method.

21.   The computer of claim 20, wherein the processor is configured to modify the display of a visual representation related to the preferred method in response to the frequency of occurrence of the input signal exceeding a predetermined threshold.

22.   The computer of claim 21, wherein the step of modifying the display of a visual representation related to said preferred method comprises changing a portion of the display associated with said preferred method from a first color to a second color.

23.   The computer of claim 22, wherein the second color is one of a plurality of different colors that can be displayed by the processor, and wherein each said color corresponds to a priority level which is based on the number of times during the management session that the preferred method has been selected.

24.   The computer of claim 23, wherein a plurality of preferred methods are displayed at one of said priority levels, and wherein the processor is further configured to:

        detect whether the number of said methods displayed at said priority level exceeds a predetermined limit; and

        responsive to said number exceeding said predetermined limit, downgrade the display associated with at least one of said methods to a lower priority level.

25.   The computer of claim 24, wherein the processor selects the at least one of said methods to be downgraded to a lower priority level by using a predetermined hierarchical listing of all such methods displayed.

26.   The computer of claim 1, wherein the first and second stored data are displayed alternatively responsive to input information received via the interface.

27.   A computer for facilitating a mentor's activities relating to a trainee's work, comprising:

        memory;

        a display;

        an interface for inputting information; and

        a processor, configured to initiate a session relating to a trainee, and within the session configured to:

        receive and store input data related to a characteristic of the trainee's work;

        monitor a frequency of occurrence of said characteristic;

        display information related to the input data; and,

        responsive to the frequency of occurrence of said characteristic exceeding a predetermined threshold, modify the display of said information.

28.   The computer of claim 27, wherein the step of modifying the display of said information comprises changing at least a part of the display of said information to a different color.

29.   A method of facilitating management activities relating to a subordinate's work by using a computer, comprising:

displaying first stored data relating to a first management activity;

receiving first input data relating to the first management activity;

storing the first input data;

displaying second stored data relating to a second management activity;

receiving second input data relating to the second management activity; and

storing the second input data.

30.   The method of claim 29, wherein the first and second stored data are displayed concurrently.

31.   The method of claim 30, wherein the first management activity comprises performance measurement.

32.   The method of claim 31, wherein the first stored data comprises an allowed time that the subordinate is given to perform a defined task.

33.   The method of claim 32, wherein the first input data comprises an actual time that the subordinate takes to perform the defined task.

34.   The method of claim 33, further comprising, responsive to the actual time exceeding the allowed time, changing a portion of the display from a first color to a second color.

35.   The method of claim 34, wherein the second color is one of a plurality of different colors, and wherein each said color corresponds to a priority level which is based on an amount by which the actual time exceeds the allowed time.

36.   The method of claim 34, wherein the second color is one of a plurality of different colors, and wherein each said color corresponds to a priority level which is based on a number of times during the management session that the actual time exceeds the allowed time.

37.   The method of claim 31, wherein the second management activity is selected from the group: safety observation, safety training, marketing observation, marketing training or performance training.

38.   The method of claim 30, further comprising displaying third stored data relating to a third management activity concurrently with the first and second stored data.

39.   The method of claim 30, wherein the first management activity comprises a first training activity, and wherein the first stored data comprises a preferred method associated with the first training activity.

40.   The method of claim 39, wherein the second management activity comprises a second training activity, and wherein the second stored data comprises a preferred method associated with the second training activity.

41.   The method of claim 40, wherein the second stored data is displayed in a visually distinctive manner from the first stored data.

42.   The method of claim 40, wherein the first training activity is safety training and the second training activity is performance training.

43.   The method of claim 39, wherein the first input data comprises an input signal that the processor uniquely associates with a selection of the preferred method.

44.   The method of claim 43, wherein the input signal is generated by using a stylus to tap in a selection area defined on the display, said selection area being displayed by the processor in association with the preferred method.

45.   The method of claim 43, wherein the input signal is generated by pressing one or more physical buttons, said buttons being part of a physical keyboard that is associated with the computer device.

46.   The method of claim 43, wherein the processor is further configured to monitor a frequency of occurrence of the input signal that the processor uniquely associates with the selection of the preferred method.

47.   The method of claim 46, wherein the processor is configured to modify the display of a visual representation related to the preferred method in response to the frequency of occurrence of the input signal exceeding a predetermined threshold.

48.   The method of claim 47, wherein the step of modifying the display of a visual representation related to said preferred method comprises changing a portion of the display related to said preferred method from a first color to a second color.

49.   The method of claim 48, wherein the second color is one of a plurality of different colors that can be displayed by the processor, and wherein each said color corresponds to a priority level which is based on the number of times during the management session that the preferred method has been selected.

50.   The method of claim 49, wherein a plurality of preferred methods are displayed at one of said priority levels, and further comprising:

detecting whether the number of said methods displayed at said priority level exceeds a predetermined limit; and

responsive to said number exceeding said predetermined limit, downgrading the display associated with at least one of said methods to a lower priority level.

51.   The method of claim 50, wherein the selection of the at least one method to be downgraded to a lower priority is performed using a predetermined hierarchical listing of all such methods displayed.

52.   The method of claim 29, wherein the first and second stored data are displayed alternatively responsive to input information received via the interface.

53.   A method of facilitating a mentor's activities relating to a trainee's work by using a computer, comprising:

receiving input data related to a characteristic of the trainee's work;

storing the input data in a memory in the computer;

monitoring a frequency of occurrence of said characteristic;

displaying information related to the input data; and,

responsive to the frequency of occurrence of said characteristic exceeding a predetermined threshold, modifying the display of said information.

54.   The method of claim 53, wherein the step of modifying the display of said information comprises changing at least a part of the display of said information to a different color.

55.   A hand held device for facilitating user evaluation or training of a service worker who moves from place to place during the performance of services, comprising:

a user interface for receiving information;

a data transfer device for receiving and transmitting information;

an information storage device;

a screen device for displaying information; and

a processor coupled to said user interface, said data transfer device, said information storage device, and said screen device, said processor configured to:

store on the hand held device stored data associated with a plurality of job elements and job methods to be performed by the service worker over the course of a work session;

display on the hand held device a first screen associated with a first job element, said first screen displaying a plurality of job methods associated with the first job element, each job method having a selection area displayed in association therewith;

receive via the user interface of the hand held device, user input relating to the manner in which the service worker performs the job methods of the first job element, said user input comprising the selection of a job method on the first screen; and,

responsive to selection of the selected job method, store an indication of a level of performance by the worker of the selected method.

56.   The hand held device of claim 55, wherein the stored data further comprises accessible written descriptions of the job methods for use in training the service worker during the time period within which the service worker performs said services.

57.   The hand held device of claim 55, wherein the processor is further configured to display the indication of the level of performance.

58.   The hand held device of claim 57, wherein the processor is further configured to display a plurality of the indications of level of performance based on a plurality of said user inputs.

59.   The hand held device of claim 57, wherein the processor is further configured to generate a report related to the service worker's performance based on the stored indications.

60.   The hand held device of claim 55, wherein the stored indication indicates a failure by the service worker to follow the selected method.

61.   The hand held device of claim 55, wherein the processor is further configured to receive and store sensor input from a sensor positioned on a vehicle used by the service worker moving from place to place, the sensor input relating to a manner in which the service worker performs a job element.

62.   A method of facilitating user evaluation or training of a service worker who moves from place to place during the performance of services, comprising:

storing on a hand held computer data associated with a plurality of job elements and job methods to be performed by the service worker over the course of a work session;

displaying on the hand held computer a first screen associated with a first job element, said first screen displaying a plurality of job methods associated with the first job element;

receiving at a first location via a user interface of the hand held computer, first user input relating to the manner in which the service worker performs the job methods of the first job element;

storing the first user input as part of a record of worker activity;

traveling with the service provider to a second location;

displaying on the hand held computer a second screen associated with a second job element, said second screen displaying a plurality of job methods associated with the second job element;

receiving at the second location via the user interface of the hand held computer, second user input relating to the manner in which the service worker performs the job methods of the second job element; and

storing the second user input as part of the record of worker activity.

63.   The method of claim 62, wherein a selection area is displayed in association with each job method, and the process further comprises:

selecting a job method on the first screen; and

responsive to selection of the selected job method, storing an indication the worker failed to follow the selected job method.

64.   The method of claim 62, wherein the stored data further comprises accessible written descriptions of the job methods for use in training the service worker during the time period within which the service worker performs said services.